

SR. REVENUE COLLECTOR

DISTINGUISHING FEATURES

The fundamental reason the Sr. Revenue Collector exists is to perform lead work providing technical assistance to Revenue Recovery staff with a working knowledge of the City's various computer billing and receivable systems and performs a variety of responsible collection work providing courteous customer assistance in receiving and accepting payments owed the City in the Customer Service Department. This classification is not supervisory. Work is performed under general supervision by the Revenue Recovery Manager. The Sr. Revenue Collector is distinguished from the Revenue Collector by performing the more difficult collection tasks and providing lead assistance.

ESSENTIAL FUNCTIONS

Provides lead assistance in training and directing the daily activities of Revenue Recovery staff for better delivery of services. Supports other staff members and is a team player by helping out other personnel with their job duties.

Identifies and assigns delinquent utility, sales tax, and license fee accounts requiring individual collection effort to the Revenue Collectors. Maintains collection statistics for individual performance standards to continually improve service to the customer.

Assists Revenue Recovery staff on difficult customer inquiries and collections to improve the collection process. Listens and communicates effectively with all those encountered in the course of work.

Reviews and evaluates collector activity and suggests alternative methods of collection to increase Revenue Collector efficiency to the highest level of quality. Compiles various monthly statistical reports to monitor the collection of City revenue.

Demonstrates respect for the customer. Assists on groups/committees for planning and implementation of changes to existing receivable systems and assists in design/testing of new systems to improve the quality of collection work.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:
Public contact skills.
General office procedures and basic bookkeeping.
EDP reporting systems.
Collection techniques and processes.
General accounting principles and practices.

Ability to:
Provide effective assistance in difficult collection situations.
Negotiate payment arrangements; meet and deal effectively and tactfully with delinquent account holders.
Establish and maintain effective working relationships with co-workers, supervisors and the general public.

Operate a variety of standard office equipment including a computer terminal or PC, a variety of computer software, telephone, copy and facsimile machines requiring continuous and repetitive arm, hand and eye movement.

Listen and communicate effectively both orally and in writing with a diverse group of people.

Comprehend and make inferences from written material and verbal and/or written instructions.

Maintain regular consistent attendance and punctuality.

Education & Experience

Any combination of education and experience equivalent to a high school diploma or GED and three years collection and public contact experience and one year experience in computerized record keeping systems. Experience in collections with a public and/or governmental agency is highly desirable.

FLSA Status: Non-exempt

HR Ordinance Status: Classified